	Non-Assertive	Aggressive	Assertive
Emotion	internalizes feelings tensions	tension turned outward	aware of and dealing with feelings as they occur
ns, apenoits, clors	 experiences fear, anxiety, guild, depression, fatigue, nervousness 	often build up to boiling point	neither denying the self, the right to emotion, using it to deny others' rights
	outwardly emotional, temperature below normal	emotion is anger, rage, hate, misplaced hostility	tension within normal, constructive
	 feelings not expressed verbally 	loudly and explosively expressed	donler 🛎
Non-Verbal	moves away	moving against	• faces up
	downcast eyes	glaring eyes	good eye contact
	shifting weight	leaning forward	stands comfortably but firmly on two feet
	slumped body	pointing finger	hands loose at sides
	wringing of hands	raised, snickering, or haughty voice	talks in strong steady tone
	whinning, hesitant or giggly voice	haughty voice	to notify.
Verbal	Qualifiers: maybe, I guess, I wonder, if I could, would you mind very much, only, just, I can't, don't you think	Threats: you'd better, if you don't watch out	• <u>"I" Statements</u> : I think, feel, I want
	• Fillers: uh, well, you know	Put Downs: Come on! You must be kidding!	<u>Cooperative Word</u> : let's how can we resolve this
	Negators: it's not really important, don't bother	Evaluative: should, bad	• Emphatic Statements of Interest: What do you think? What do you see?
Attitude	• I'm not OK; You're OK	• I'm OK; You're not OK	• I'm OK and so are you!
Your feelings when you engage in this behavior.	anxious at the time	righteous, superior, deprecatory at the time	confident, self-respect at the time and later
	possibly angry later	guilty later	Apparent et l
The other person's feelings about self when you engage in this behavior	irritated pitying	angry vengeful	generally respectful
Goals	avoidance of conflict at all costs	domination, winning, venting of anger	honest communication, respect for self and others